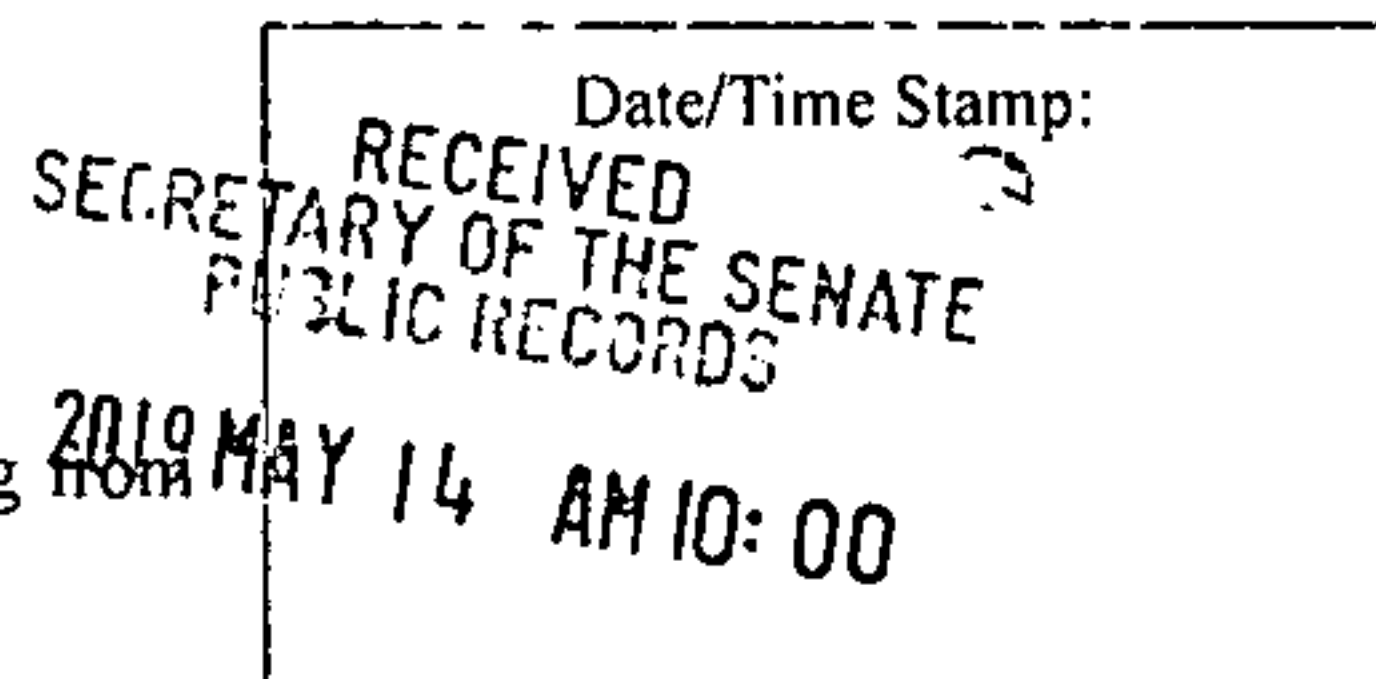


# Employee Post-Travel Disclosure of Travel Expenses



**Post-Travel Filing Instructions:** Complete this form within 30 days of returning from travel. Submit all forms to the Office of Public Records in 232 Hart Building.

In compliance with Rule 35.2(a) and (c), I make the following disclosures with respect to travel expenses that have been or will be reimbursed/paid for me. I also certify that I have attached:

- ☒ The original *Employee Pre-Travel Authorization* (Form RE-1), AND
- ☒ A copy of the *Private Sponsor Travel Certification Form* with all attachments (itinerary, invitee list, etc.)

Private Sponsor(s) (list all): Postsecondary National Policy Institute (PNPI)

Travel date(s): April 23-25, 2019

Name of accompanying family member (if any): N/A

Relationship to Traveler: ☐ Spouse ☐ Child

IF THE COST OF LODGING DID NOT INCREASE DUE TO THE ACCOMPANYING SPOUSE OR DEPENDENT CHILD, ONLY INCLUDE LODGING COSTS IN EMPLOYEE EXPENSES. (Attach additional pages if necessary.)

## Expenses for Employee:

	Transportation Expenses	Lodging Expenses	Meal Expenses	Other Expenses (Amount & Description)
<input type="checkbox"/> Good Faith Estimate	\$378.10	\$266.00	\$93.70	\$17.65 - meeting room rental costs
<input checked="" type="checkbox"/> Actual Amount				

## Expenses for Accompanying Spouse or Dependent Child (if applicable):

	Transportation Expenses	Lodging Expenses	Meal Expenses	Other Expenses (Amount & Description)
<input type="checkbox"/> Good Faith Estimate	N/A	N/A	N/A	N/A
<input type="checkbox"/> Actual Amount				

Provide a description of all meetings and events attended. See Senate Rule 35.2(c)(6). (Attach additional pages if necessary.): Attended a seminar on federal student loan servicing. See agenda for additional information.

5/1/19

(Date)

BRUCE MCKIBBEN

(Printed name of traveler)

By [Signature]

(Signature of traveler)

## TO BE COMPLETED BY SUPERVISING MEMBER/OFFICER:

I have made a determination that the expenses set out above in connections with travel described in the *Employee Pre-Travel Authorization* form, are necessary transportation, lodging, and related expenses as defined in Rule 35.

5/1/19

(Date)

Patty Murray

(Signature of Supervising Senator/Officer)

## EMPLOYEE PRE-TRAVEL AUTHORIZATION

Date/Time Stamp:

**Pre-Travel Filing Instructions:** Complete and submit this form at least 30 days prior to the travel departure date to the **Select Committee on Ethics in SH-220**. Incomplete and late travel submissions will not be considered or approved. This form must be typed and is available as a fillable PDF on the Committee's website at [ethics.senate.gov](http://ethics.senate.gov). Retain a copy of your entire pre-travel submission for your required post-travel disclosure.

Name of Traveler: Bryce McKibben

Employing Office/Committee: Senate HELP Committee

Private Sponsor(s) (list all): Postsecondary National Policy Institute (PNPI)

Travel date(s): April 23-25, 2019

*Note: If you plan to extend the trip for any reason you must notify the Committee.*

Destination(s): St. Louis, MO and Chesterfield, MO

Explain how this trip is specifically connected to the traveler's official or representational duties:

Within my policy portfolio, I handle student loan program structure, repayment, deferment, forbearance, and debt relief options, including the administration of such programs. This trip will provide further insight into the implementation of these statutory policy issues for borrowers and loan servicers.

Name of accompanying family member (if any): \_\_\_\_\_

Relationship to Employee: ☐ Spouse ☐ Child

I certify that the information contained in this form is true, complete and correct to the best of my knowledge:

3/25/19

(Date)



(Signature of Employee)

TO BE COMPLETED BY SUPERVISING SENATOR/OFFICER (President of the Senate, Secretary of the Senate, Sergeant at Arms, Secretary for the Majority, Secretary for the Minority, and Chaplain):

I, Patty Murray hereby authorize Bryce McKibben  
(Print Senator's/Officer's Name) (Print Traveler's Name)

an employee under my direct supervision, to accept payment or reimbursement for necessary transportation, lodging, and related expenses for travel to the event described above. I have determined that this travel is in connection with his or her duties as a Senate employee or an officeholder, and will not create the appearance that he or she is using public office for private gain.

I have also determined that the attendance of the employee's spouse or child is appropriate to assist in the representation of the Senate. (signify "yes" by checking box) ☐

3/25/19

(Date)



(Signature of Supervising Senator/Officer)

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## PRIVATE SPONSOR TRAVEL CERTIFICATION FORM

This form must be completed by any private entity offering to provide travel or reimbursement for travel to Senate Members, officers, or employees (Senate Rule 35, clause 2). Each sponsor of a fact-finding trip must sign the completed form. The trip sponsor(s) must provide a copy of the completed form to each invited Senate traveler, who will then forward it to the Ethics Committee with any other required materials. The trip sponsor(s) should **NOT** submit the form directly to the Ethics Committee. Please consult the accompanying instructions for more detailed definitions and other key information.

The Senate Member, officer, or employee **MUST** also provide a copy of this form, along with the appropriate travel authorization and reimbursement form, to the Office of Public Records (OPR), Room 232 of the Hart Building, within thirty (30) days after the travel is completed.

1. Sponsor(s) of the trip (please list all sponsors): Postsecondary National Policy Institute (PNPI)
2. Description of the trip: This trip is designed to increase staff's knowledge of the role loan servicers play in the federal Direct Loan system.
3. Dates of travel: April 23-25, 2019 (two nights overnight)
4. Place of travel: St. Louis, MO and Chesterfield, MO
5. Name and title of Senate invitees: See attached.
6. I *certify* that the trip fits one of the following categories:
  - ☒ (A) The sponsor(s) are not registered lobbyists or agents of a foreign principal **and** do not retain or employ registered lobbyists or agents of a foreign principal **and** no lobbyist or agents of a foreign principal will accompany the Member, officer, or employee *at any point* throughout the trip.  
– OR –
  - ☐ (B) The sponsor or sponsors are not registered lobbyists or agents of a foreign principal, but retain or employ one or more registered lobbyists or agents of a foreign principal and the trip meets the requirements of Senate Rule 35.2(a)(2)(A)(i) or (ii) (*see question 9*).
7. ☒ I *certify* that the trip will not be financed in any part by a registered lobbyist or agent of a foreign principal.  
– AND –
  - ☒ I *certify* that the sponsor or sponsors will not accept funds or in-kind contributions earmarked directly or indirectly for the purpose of financing this specific trip from a registered lobbyist or agent of a foreign principal or from a private entity that retains or employs one or more registered lobbyists or agents of a foreign principal.
8. I *certify* that:
  - ☒ The trip will not in any part be planned, organized, requested, or arranged by a registered lobbyist or agent of a foreign principal except for *de minimis* lobbyist involvement.  
– AND –
  - ☒ The traveler will not be accompanied on the trip by a registered lobbyist or agent of a foreign principal except as provided for by Committee regulations relating to lobbyist accompaniment (*see question 9*).



9. **USE ONLY IF YOU CHECKED QUESTION 6(B)**

I *certify* that if the sponsor or sponsors retain or employ one or more registered lobbyists or agents of a foreign principal, one of the following scenarios applies:

☐ (A) The trip is for attendance or participation in a one-day event (exclusive of travel time and one overnight stay) and no registered lobbyists or agents of a foreign principal will accompany the Member, officer, or employee *on any segment* of the trip.

– OR –

☐ (B) The trip is for attendance or participation in a one-day event (exclusive of travel time and two overnight stays) and no registered lobbyists or agents of a foreign principal will accompany the Member, officer, or employee *on any segment* of the trip (*see questions 6 and 10*).

– OR –

☐ (C) The trip is being sponsored only by an organization or organizations designated under § 501(c)(3) of the Internal Revenue Code of 1986 and no registered lobbyists or agents of a foreign principal will accompany the Member, officer, or employee *at any point* throughout the trip.

10. **USE ONLY IF YOU CHECKED QUESTION 9(B)**

If the trip includes two overnight stays, please explain why the second night is practically required for Senate invitees to participate in the travel:

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11. ☒ An itinerary for the trip is attached to this form. I *certify* that the attached itinerary is a detailed (hour-by-hour), complete, and final itinerary for the trip.

12. Briefly describe the role of each sponsor in organizing and conducting the trip:

PNPI is the sole sponsor, planner and executor of the trip. PNPI created the agenda, developed the invitation list and is managing event panels and logistics.

13. Briefly describe the stated mission of each sponsor and how the purpose of the trip relates to that mission:

PNPI provides professional development to current and prospective policymakers who work on higher education issues. This event is designed to increase congressional staff's knowledge of federal student loan servicing.

14. Briefly describe each sponsor's prior history of sponsoring congressional trips:

Since 2012, PNPI has sponsored twenty congressional staff seminars on postsecondary topics including federal student aid, higher education accreditation, student data, and competency-based education.

15. Briefly describe the educational activities performed by each sponsor (other than sponsoring congressional trips):

In addition to multi-day seminars, PNPI sponsors Hill-based briefings for larger Hill audiences and is available to all congressional staff for postsecondary related research support. PNPI also offers professional development, briefings, and boot camps to prospective policymakers.

16. Total Expenses for Each Participant:

	Transportation Expenses	Lodging Expenses	Meal Expenses	Other Expenses
<input checked="" type="checkbox"/> Good Faith estimate  <input type="checkbox"/> Actual Amounts	\$359.90 (round trip flight cost and on the ground shuttle to meetings)	\$266 (two nights)	\$89	\$0

17. State whether a) the trip involves an event that is arranged or organized *without regard* to congressional participation or b) the trip involves an event that is arranged or organized *specifically with regard* to congressional participation:

The trip is arranged and organized specifically with regard to congressional participation.

18. Reason for selecting the location of the event or trip

The Missouri Higher Education Loan Authority (MOHELA) is a Direct Loan loan servicer and is located just outside of St. Louis, MO.

19. Name and location of hotel or other lodging facility:

Hyatt Regency St. Louis at the Arch, 315 Chestnut Street, St. Louis, MO 63102

20. Reason(s) for selecting hotel or other lodging facility:

The hotel is in proximity to the loan servicer we are visiting and offers on site meeting space.

21. Describe how the daily expenses for lodging, meals, and other expenses provided to trip participants compares to the maximum per diem rates for official Federal Government travel:

Lodging costs \$133/night, the federal per diem. Meal costs are \$5 on day one

(snacks), \$63 on day two (breakfast, lunch, dinner, snacks) and \$38 on day three (breakfast, lunch,

snacks). All rates are at the federal per diem.

22. Describe the type and class of transportation being provided. Indicate whether coach, business-class or first class transportation will be provided. If first-class fare is being provided, please explain why first-class travel is necessary:

**All air travel will be coach class.**

23. ☒ I represent that the travel expenses that will be paid for or reimbursed to Senate invitees do not include expenditures for recreational activities, alcohol, or entertainment (other than entertainment provided to all attendees as an integral part of the event, as permissible under Senate Rule 35).

24. List any entertainment that will be provided to, paid for, or reimbursed to Senate invitees and explain why the entertainment is an integral part of the event:

None

25. I hereby *certify* that the information contained herein is true, complete and correct. (For trips involving more than one sponsor, you *must* include a completed signature page for each additional sponsor):

Signature of Travel Sponsor: \_\_\_\_\_

Name and Title: MaryEllen McGuire, President

Name of Organization: Postsecondary National Policy Institute (PNPI)

Address: 718 7th Street NW, Floor 2, Washington, DC 20001

Telephone Number: 202-407-3172

Fax Number:

E-mail Address: [mcguire@pnpi.org](mailto:mcguire@pnpi.org)



March 7, 2019

Dear Bryce McKibben,

We are writing to invite you to participate in the Postsecondary National Policy Institute's (PNPI) *Federal Student Loan Servicing* seminar, April 23-25, 2019, in Chesterfield, Missouri. This seminar is designed to deepen your understanding of the role loan servicers play in the federal Direct Loan system. The seminar will also increase your understanding of the complexities and challenges present in the current system.

Included with this invitation are the forms necessary for ethics rules compliance. **By Monday, March 25, 2019, you must submit these included forms and documents directly to the Ethics Committee in Hart 220. They are:**

- A copy of this PNPI invitation;  
A completed Private Sponsor Travel Certification Form with all attachments, including a Senate invitee list;  
An itinerary and agenda; and  
A completed and signed Employee Pre-Travel Authorization Form.

After receiving the completed travel package, the Ethics Committee will review the package and issue an approval for travel to you or your sponsoring Member. The Ethics Committee advises all Senate employees to maintain copies of all submitted forms for their own records. After the seminar, we will provide you with a post-travel form that you will need to complete and submit to the Office of Public Records.

Even if you are unsure whether you will be able to attend the seminar, please submit the paperwork so you will have the option to participate. **Paperwork submitted to the Ethics Committee after the deadline will not be considered.**

Attendance is by invitation only, with no outside observers or lobbyists. Funding is provided solely by grants from established foundations. No government, individual, foreign, corporate or special interest money is accepted. The foundations supporting PNPI are the Bill and Melinda Gates Foundation, the Lumina Foundation, and the Kresge Foundation. PNPI is the sole sponsor, planner and executor of the trip. PNPI maintains autonomy over the agenda, invitations and materials provided before and after the seminar.

We will depart for St. Louis on Tuesday, April 23 at 6:40 PM EST from Ronald Reagan Washington National Airport (DCA) and return to DCA on Thursday, April 25 at 3:15 PM EST. The formal program will begin at the Missouri Higher Education Loan Authority (MOHELA) on Wednesday, April 24 at 9:00 AM CST and will conclude on Thursday, April 25 at 10:00 AM CST. PNPI is providing airfare and will pay the costs of all lodging, meals, and ground transportation while in St. Louis. If you have any questions about the seminar, please do not hesitate to email or call us directly.

20190307



PNPI's *Federal Student Loan Servicing* seminar promises to be both educational and productive. We look forward to your participation!

Sincerely,

A handwritten signature in black ink, appearing to read "MaryEllen McGuire". The signature is fluid and cursive, with the first name "MaryEllen" and the last name "McGuire" clearly distinguishable.

MaryEllen McGuire, President  
Postsecondary National Policy Institute (PNPI)

202-407-3172

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# FEDERAL STUDENT LOAN SERVICING SEMINAR

## St. Louis, Missouri

**April 23-25, 2019**

## Seminar Goals

- Deepen staff understanding of the challenges borrowers face when navigating student loan repayment.
- Increase staff understanding of the role loan servicers play in the federal Direct Loan system.
- Increase staff understanding of the complexities and challenges servicers face working within the current system.
- Expand staff understanding of the current servicer compensation model and performance metrics.
- Tour a student loan servicing and fulfillment center to better understand and view the processing and life of a student loan in repayment.
- Consider how the current student loan servicing system can be improved.

Tuesday, April 23

**5:40 PM**      **Staff arrive at Ronald Reagan Washington National Airport (DCA), one hour prior to departure.**

**6:40 PM**      **Depart DCA for St. Louis, Missouri (STL), SW Flight #1008**

**7:55 PM**                      **Arrive STL & Travel to Hotel**

**8:30 PM** Arrive & Check-in: Hyatt Regency St. Louis at the Arch, 315 Chestnut St, St. Louis, MO 63102

Wednesday, April 24

**7:15-8:15 AM**      **Breakfast & Morning Briefing, Hyatt Regency St. Louis at the Arch**

**Facilitator:** MaryEllen McGuire, Postsecondary National Policy Institute

*Staff will meet for breakfast and review the day's agenda and programming goals.*

**8:15-9:00 AM**      **Travel to Missouri Higher Education Loan Authority (MOHELA)  
Student Loan Servicing Center**  
**Location:** 633 Spirit Drive, Chesterfield, MO 63005

**9:00-9:15 AM**      **Introduction to MOHELA**

**Presenters:** Raymond H. Bayer, Jr., Executive Director and CEO & Jennifer Farmer,  
Director, Federal Contracting

*MOHELA will provide an overview of their business model during this session.*

**9:15-10:15 AM**      **Borrower Calls & Service**

**Presenters:** Laura Catlett, Director, Borrower Contact Center & Raymond H. Bayer, Jr.,  
Executive Director and CEO

*During this session, participants will listen to, ask questions about, and comment on service  
provided on "recently live" incoming borrower calls. \*All personally identifiable information  
will be removed from the calls prior to the start of the session.*

**10:15-10:30 AM**      **Q&A with Contact Center Agents**

**Moderator:** Raymond H. Bayer, Jr. Executive Director and CEO

*Participants will participate in a facilitated Q&A session with contact center agents.*

**10:30-10:45 AM**      **Blending High-Tech, Low-Tech and High Touch Ways to Assist At-  
Risk Borrowers**

**Presenters:** Raymond H. Bayer, Jr., Executive Director and CEO & Ginny Burns, Director,  
Customer Advocacy Team

*This session will cover high-tech, low-tech, and high touch ways to assist at-risk borrowers.*

**10:45-10:55 AM**      **Break**

**10:55-11:30 AM**      **Facility Tour**

*Staff will be given a tour of the loan servicing and fulfillment center with time spent observing  
the process, volume, and results of MOHELA's IDR application pre-fill process.*

**11:30 AM-12:00 PM**      **Performance Metrics & MOHELA's Metric Segment Heat Map**

**Presenter:** James Matchefts, MOHELA General Counsel

*Staff will study MOHELA's proprietary "heat map" that visually demonstrates the publicly  
available metric results for each of the 17 different servicer metric segments required by FSA.  
Pros and cons of the current metrics and possible enhancements to their composition and  
weight will be discussed.*

*Staff will learn about fraud against borrowers – tactics used (e.g. Doc prep companies) and the costs associated with it.*